

417 000

Mr P LISEWSKI
SECOND FLOOR FLAT D
40 GLEDSTANES ROAD
LONDON
W14 9HU



762



Your electricity statement - estimated

Before this statement

Balance of your last statement **£29.33**
in debit

Call our free* fast automated line on
0800 107 0224 with your reading for
a more accurate bill.

This statement

Balance brought forward **£29.33**
in debit

What you paid **£232.00**

Electricity you've used this period **£181.66**

Your discounts **£15.21**
credit

VAT at 5% **£8.32**

Your new account balance £27.90
in credit

For further details please turn over →

Contact us

Make your future bills more accurate by providing regular meter readings.

With your meter reading handy go online:

@ **britishgas.co.uk/mread**

If you would like to speak to one of our team call:

📞 **0800 048 0202**

Mon - Fri, 8am - 8pm, Sat, 8am - 6pm.

Customer reference number
8500 0944 4534

Statement date:

3 June 2011

Statement period:

17 Feb 11 - 02 Jun 11

You're on **standard** tariff.

Message board

If you are of pensionable age, disabled or living with an illness we can register you on our Home Energy Care Scheme. Benefits include free gas safety checks, password security and Braille or large print bills. Call us on **0800 048 0202** to register or find out more.



Start collecting points with us.

To register visit
britishgas.co.uk/collect

What next?

You do not need to do anything. Your monthly payments will continue to be taken out of your bank account.

My account is in credit. Can I have a refund?

During the year, you may find that your account is in credit - particularly over the warmer summer months. When this is the case, we recommend keeping this credit on your account to avoid the chance of creating a debit balance when you use more energy in the colder months. If you have any questions just call us on **0800 048 0202**.

What you paid - thank you

Direct Debit	7 Mar 2011	£58.00
Direct Debit	5 Apr 2011	£58.00
Direct Debit	5 May 2011	£58.00
Direct Debit	6 Jun 2011	£58.00

Total payments £232.00

Electricity you've used this period

Meter number: **Z05SE10120**

17 Feb 11 - actual **28797** We read your meter

27 Feb 11 - estimated **28988** Estimated

= 191.00 kWh used over 11 days (estimated)

First 22 kWh x 22.145p **£4.87**

Next 169 kWh x 10.368p **£17.52**

Cost of electricity used this period £22.39

28 Feb 11 - estimated **28988** Estimated at price change

24 Mar 11 - estimated **29402** Estimated

= 414.00 kWh used over 25 days (estimated)

First 49 kWh x 22.145p **£10.85**

Next 365 kWh x 10.301p **£37.60**

Cost of electricity used this period £48.45

25 Mar 11 - estimated **29402** Estimated at price change

2 Jun 11 - estimated **30325** Estimated

= 923.00 kWh used over 70 days (estimated)

First 138 kWh x 22.145p **£30.56**

Next 785 kWh x 10.224p **£80.26**

Cost of electricity used this period £110.82

Total cost of electricity used £181.66

One unit of electricity used = 1 kilowatt hour (kWh)

Where to write to



Write to **British Gas PO BOX 4805,
Worthing BN11 9QW**

We'll reply to you as soon as we can
Please include your meter reading

Electrical emergency or power cut?



Call **0800 028 0247** (24 hours)

The company responsible for the electricity supply delivery network is EDF Energy Networks, Fore Hamlet, Ipswich, Suffolk, IP3 8AQ.

Your electricity supply number

S	01	801	902
	12	0002 5235	762

London Electricity Pricing Area.

G4S read your meter.

Complaint relating to your energy account?

Step 1 Please contact us on 0800 072 8632 go to www.britishgas.co.uk/energycomplaint or write to British Gas Complaint Management Team, PO BOX 4804, Worthing BN11 9QU. We will do all we can to resolve your issue straight away.

Step 2 If you remain dissatisfied, please write to: Andy Eley, Head of Complaints, British Gas, PO BOX 4803, Worthing BN11 9QT.

If you have followed steps 1 and 2, and your complaint is still unresolved at 8 weeks you have a right to contact Ombudsman Services: Energy on 0845 055 0760 (Textphone 18001 0845 051 1513), or via www.os-energy.org. The Ombudsman offers a free, independent service where customer and supplier cannot reach final resolution. They may require us to take practical action that may benefit you, offer an apology or explanation, and/or make a financial award. Their final decision is binding on the energy supplier, not you as the customer or complainant.

Advice?

Consumer Direct, the Government's helpline for consumer advice, offers clear, practical and impartial help and advice. You can call on 08454 04 05 06 or go to www.consumerdirect.gov.uk.



All Central heating enquiries: 0800 294 9650

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To get a large print, talking or braille bill or to join our Home Energy Care register call 0800 072 8625 (Textphone 18001 0800 072 8625)

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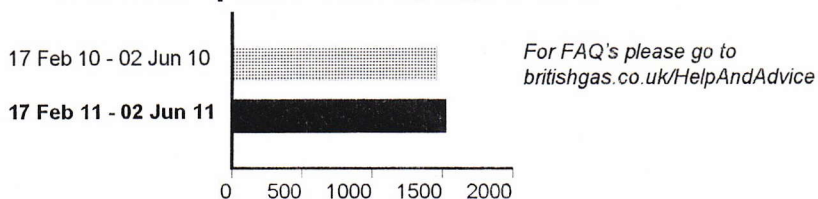
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Message board

Congratulations!

You're one of the millions of our customers now benefiting from the cheapest standard electricity, at average consumption, of any major supplier.

Your Consumption - Electricity usage comparison



From **04 Jun 2010** to **03 Jun 2011**, you used **5639.77 kWh** of electricity. If you continue to use energy at the same rate over the next 12 months, we estimate your cost will be **£640.67**. (Based on the following tariff breakdown).

Period	Your tariff	Projected cost
04 Jun 11 - 03 Jun 12	standard	£655.73
04 Jun 11 - 03 Jun 12	Dual Fuel discount	£15.06 cr
		£640.67

Your discounts

Dual Fuel	£3.72 cr
Direct Debit	£11.06 cr
Dual Fuel	£0.43 cr

Total discounts £15.21 cr

The cost of your electricity isn't just the price of fuel**

37%	Wholesale electricity
27%	Delivery to your home
12%	Operating costs
7%	VAT and corporation tax
12%	Government obligation to help the environment
5%	Profit

** Above example based on industry average consumption of 3,300 kWh per year, based on average regional prices. Costs are indicative as at 2 March 2011.

